



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
BARQUIST ARMY HEALTH CLINIC
1434 PORTER STREET
FORT DETRICK, MD 21702-9210

May 21, 2008

Commander

Dear TRICARE Beneficiary:

Over the past year, you may have noticed many improvements at the Barquist Army Health Clinic (BAHC). One way we have upgraded our services is the hiring of additional Primary Care Managers (PCM) to meet your healthcare needs. The clinic is now fully staffed with PCM's, including the recent addition of Ms. Cynthia Shawl who provides women's health and Primary Care for women between the ages of 14 and 64. In addition, we have added a part-time Nurse Practitioner who can treat all patients regardless of age or sex and have also employed a full-time physical therapist who can see acute musculoskeletal injuries. Barquist is now able to give you the care that you need, when you need it.

Now that Barquist is fully staffed, we are reminding you of the **guidelines** that TRICARE has in place to insure you get the quality healthcare that you deserve, without incurring any additional **out-of-pocket expense**. *Please carefully review the attached sheet from Health Net Federal Services, our TRICARE contractor, which contains important information that will provide further explanation on Urgent and Emergency Care.*

1. If you have a genuine EMERGENCY, immediately call 911 or go to the nearest emergency room. You do not need a referral or prior authorization before receiving emergency care.
2. If you need URGENT CARE, whether in or out of your home region, you must contact your primary care manager (PCM) or the on-call physician to coordinate urgent care services. You should not obtain care outside the clinic unless you first receive permission from the clinic by calling one of the following numbers:
 - **During Clinic Hours:** (Monday through Friday 7:30AM - 4:30PM) you must call **301-619-7175** to obtain an appointment at BAHC. If no appointments are available for the same day, please ask to be transferred to a BAHC nurse to discuss your situation and obtain an Urgent Care appointment.
 - **After Hours, Holidays & Weekends:** If you need medical assistance outside of our regular hours, you must call the **After Hours Provider On-Call line at 866-379-3981**. You can discuss your situation with the on-call provider and decide how to best handle your medical situation. Depending on the illness and circumstances, you may be directed to an emergency room, directed to an urgent care center, asked to come in for an office visit the next day, or given self-treatment measures to perform at home.

The important thing to remember is that the vast majority of urgent care issues DO NOT need to be handled immediately; they can be safely and effectively treated a few hours later, or even the next day with proper instructions.

Failure to follow this guideline may leave you with **higher out-of-pocket expenses for which you will be responsible**. If your urgent care is not coordinated by your PCM, on-call provider, or Health Net, it will be covered under TRICARE Prime's point-of-service (POS) option. This option has higher cost shares and a deductible. For more information on this or any other TRICARE questions, please call 877-TRICARE.

Sincerely,

/* Original Signed */
Jeffrey C. Leggit MD
LTC, MC
Commander, BAHC

Urgent and Emergency Care: What You Need to Know

When you or a loved one is sick or in pain, your first priority is to get or seek help. Understanding TRICARE's definitions of urgent care and emergency care will ensure you get the best service at the lowest cost.

What Is Urgent Care?

TRICARE defines urgent care as medically necessary treatment for an illness or injury that would not result in further disability or death if not treated immediately, but does require professional attention within 24 hours to prevent it from developing into a greater threat.

Examples of urgent care situations include:

- Minor laceration
- Migraine headache
- Urinary tract infection
- Sprain
- Earache
- Rising fever

Whether in or out of your home region, you must contact your primary care manager (PCM) or the on-call physician to coordinate urgent care services. If you are unable to reach either provider, contact Health Net Federal Services, LLC (Health Net) at 1-877-TRICARE (1-877-874-2273) for assistance. If your urgent care is not coordinated by your PCM, on-call physician or Health Net, it will be covered under TRICARE Prime's point of service (POS) option, which has higher cost-shares and a deductible.

What Is an Emergency?

TRICARE defines an emergency as a medical, maternity or psychiatric condition that would lead a "prudent layperson" (someone with average knowledge of health and medicine) to believe any of the following:

- The condition could threaten life, limb or eyesight if not treated immediately.
- There are painful symptoms, requiring immediate attention to relieve suffering.

Examples of emergencies include, but are not limited to, the following:

- Severe bleeding
- Spinal cord or back injury
- Chest pain
- Severe eye injury
- No pulse
- Broken bone
- Inability to breathe

In an emergency, immediately call 911 or go to the nearest emergency room. You don't need a referral or prior authorization before receiving emergency care. However, you should notify your PCM of the emergency care as soon as possible, and you must coordinate all follow-on care with your PCM. If you are enrolled in TRICARE Prime Remote or TRICARE Prime Remote for Active Duty Family Members and do not have a PCM, contact Health Net at 1-877-TRICARE (1-877-874-2273) to coordinate all specialty follow-on care.

It's important that you get the proper referrals and/or prior authorizations from your PCM or Health Net before receiving any ongoing care or you may have to pay higher costs under the POS option.

Urgent and Emergency Care Overseas

Active duty service members traveling overseas on leave or temporary duty (TDY/TAD) may call the TRICARE Global Remote Overseas Alarm Center (see www.tricare.mil/tgro for phone numbers), or if in Puerto Rico, contact the TRICARE Puerto Rico Prime Call Center (1-800-700-7104) to coordinate urgent and emergency care services.

When traveling in overseas areas, active duty family members and other TRICARE Prime enrollees should be prepared to pay for care at the time of service and file a claim with their stateside regional contractor. It is highly recommended that you purchase travel insurance with emergency evacuation coverage before traveling to an overseas location. ■